



City of San Marcos
630 E. Hopkins
San Marcos, TX 78666

GET CONNECTED...

Customer Connect is an online tool that provides easy access to your City utility bill!

Customer Connect User Guide

Customer | Connect

User Login

Username

Password

Log In

Welcome to the City of San Marcos Utility Services Customer Connect Page

Forgot password? Click [here](#)

Forgot username? Click [here](#)

New user? [Register](#) for a new account.

eCare user? [Register](#) for a new account.

Supported browsers: Internet Explorer (version 8 and above),
Firefox (version 3 and above) and Google Chrome.

[Terms and Conditions](#)

Need Act # and last 4 of
SSN to validate

Email and Security Question
can retrieve password and
username

Web Browser Capabilities

Need Act #, PIN and last 4 of
SSN to validate

Registration Form

Account #

Username

Email

Confirm Email

New Password

Password Strength No password entered

Confirm Password

Security Question

Answer

The following information is used to verify that you are the rightful owner of this account.

Social security number

Register

When entering your account number, do not include any zeros at the front of your account number. Example: Account Number 002-00012345-06 This customer would enter 12345-06.

Hover over Help
Icons for tips

Requirements:
At least 4
characters and
1 digit

Last 4 of SSN
to validate

Default Landing Page – User Profile

Online Account

Username:

Email: [Update](#)

Security question [Edit](#)

Password: ***** [Update](#)

[Deactivate Online Account](#)

Update Email, Edit Security Question, Update Password, Deactivate Customer Connect Account

View Settings [Update](#)

Current Landing Page: [User Profile](#)

Landing Pages:

Default Tabbed Graph:

Style:

Default Utility Indicator:

Customize Landing Page to be any CC page

Account Information [Link Account/Location](#)

Account#:

Service Address:

Meter#: Electric

Water

Link Additional Accounts/Locations

Automatically find and link all of your other accounts and/or locations

Link a specific account number

Account # -

Please enter the following account validation data

Social security number

Service Details

Utility	Bill Code	Due Date	Amount
Drainage	DRN2	12/18/2013	\$7.08
Electricity	11U	12/18/2013	\$52.01
Garbage, Recycling	105	12/18/2013	\$19.08
Sewer	79	12/18/2013	\$26.15
Water	71	12/18/2013	\$22.64

Page 1 of 2

View 1 - 5 of 5

Link accounts automatically or by account number and last 4 of SSN

Amount Due per Service

Services

Notification Settings Save Cancel

We can help you monitor your usage. Set your threshold(s) and we will send alerts when the threshold is exceeded. Note that these settings are based on the last meter read date of your most recent bill.

Electrical **Water**

☐ Alert me when my monthly usage consumption exceeds kWh

☐ Alert me when my weekly usage consumption exceeds kWh

☐ Alert me when my daily usage consumption exceeds kWh

☐ I want to receive general notifications about utility programs

My Notification Contact Methods

☐ My web portal account

☐ Email to:

+ Add email

☐ SMS message to:

Phone Carrier

+ Add cellphone number

- COST OR USAGE
- WATER AND OR ELECTRIC
- DAILY, WEEKLY, MONTHLY BY READ DATE
- GENERAL NOTIFICATIONS WE SEND

- TOP OF WEB PORTAL
- EMAIL TO ANY EMAIL
- TEXT MESSGING

Web Portal Notifications will appear at top of website

My Utility Usage	Reports	Service Orders	My Bills	Auto Pay	Library	Pay My Bill	Account Balance: \$ 274.22
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You have 4 notifications

Your account is over due with amount \$274.22

On 12/12/2013 , Electric service at 139 LBJ DR estimated consumption of 14.69 kWh has exceeded your daily threshold value of 5.00 kWh .

Want to monitor your usage? Sign up for threshold notifications and take control of your utilities!!!

On 12/10/2013 , Electric service at 139 LBJ DR estimated consumption of 29.14 kWh has exceeded your daily threshold value of 5.00 kWh .

- RED NOTIFICATION ARE ISSUED BY COSM TO ANNOUNCE EMERGENCIES
- ORANGE NOTIFICATIONS ARE ISSUED BY CUSTOMER CONNECT FOR EXCEEDED CUSTOMER DEFINED THRESHOLDS
- GREEN NOTIFICATIONS ARE ISSUED BY COSM REGARDING GENERAL INFORMATION

TOP DROP ARROW DISPLAYS MESSAGES; X REMOVES THEM FROM PAGE AND PUTS THEM IN NOTIFICATION HISTORY UNDER REPORTS TAB

ALIAS ACCOUNT USERS

Can view data – Cannot Edit Account Options

Account Users

When you create a new Account User you are designating that user with privileges to view and export reports & data associated with the account. However they will be unable to view or modify any other Account Users.

Username	Email	Register Date
Page 1 of 1		
No records to view		

Add user

Username

Email

Confirm Email

Password

Password Strength: No password entered

Confirm Password

Security Question

Answer

Account Users

When you create a new Account User you are designating that user with privileges to view and export reports & data associated with the account. However they will be unable to view or modify any other Account Users.

Username	Email	Register Date
		12/10/2013

Page 1 of 1

View 1 - 1 of 1

Delete user

Password

Account Users

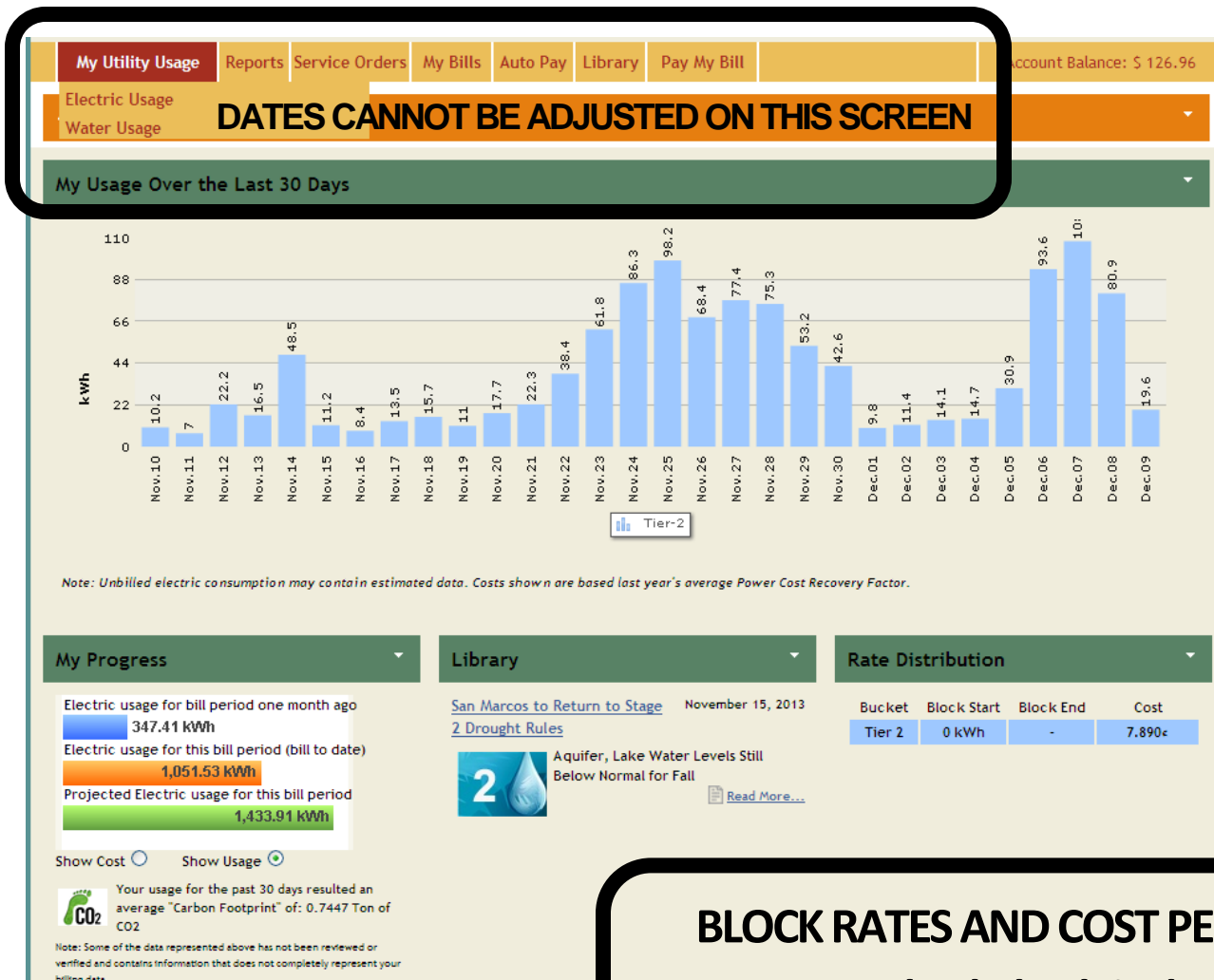
When you create a new Account User you are designating that user with privileges to view and export reports & data associated with the account. However they will be unable to view or modify any other Account Users.

Username	Email	Register Date
		12/10/2013

Page 1 of 1

View 1 - 1 of 1

Electric and Water Usage (for Previous 30 Days)



BLOCK RATES AND COST PER GALLON OR kWh, kWh includes last FY PCRf rate

Rate Distribution

Bucket	Block Start	Block End	Cost
Tier 1	0 US gal	6000 US gal	0.310¢
Tier 2	6001 US gal	9000 US gal	0.543¢
Tier 3	9001 US gal	12000 US gal	0.620¢
Tier 4	12001 US gal	20000 US gal	0.698¢
Tier 5	20001 US gal	50000 US gal	0.775¢
Tier 6	50001 US gal	-	0.930¢

My Progress

Water cost for bill period one month ago: \$2.69
 Water cost for this bill period (bill to date): \$2.85
 Projected Water cost for this bill period: \$3.89

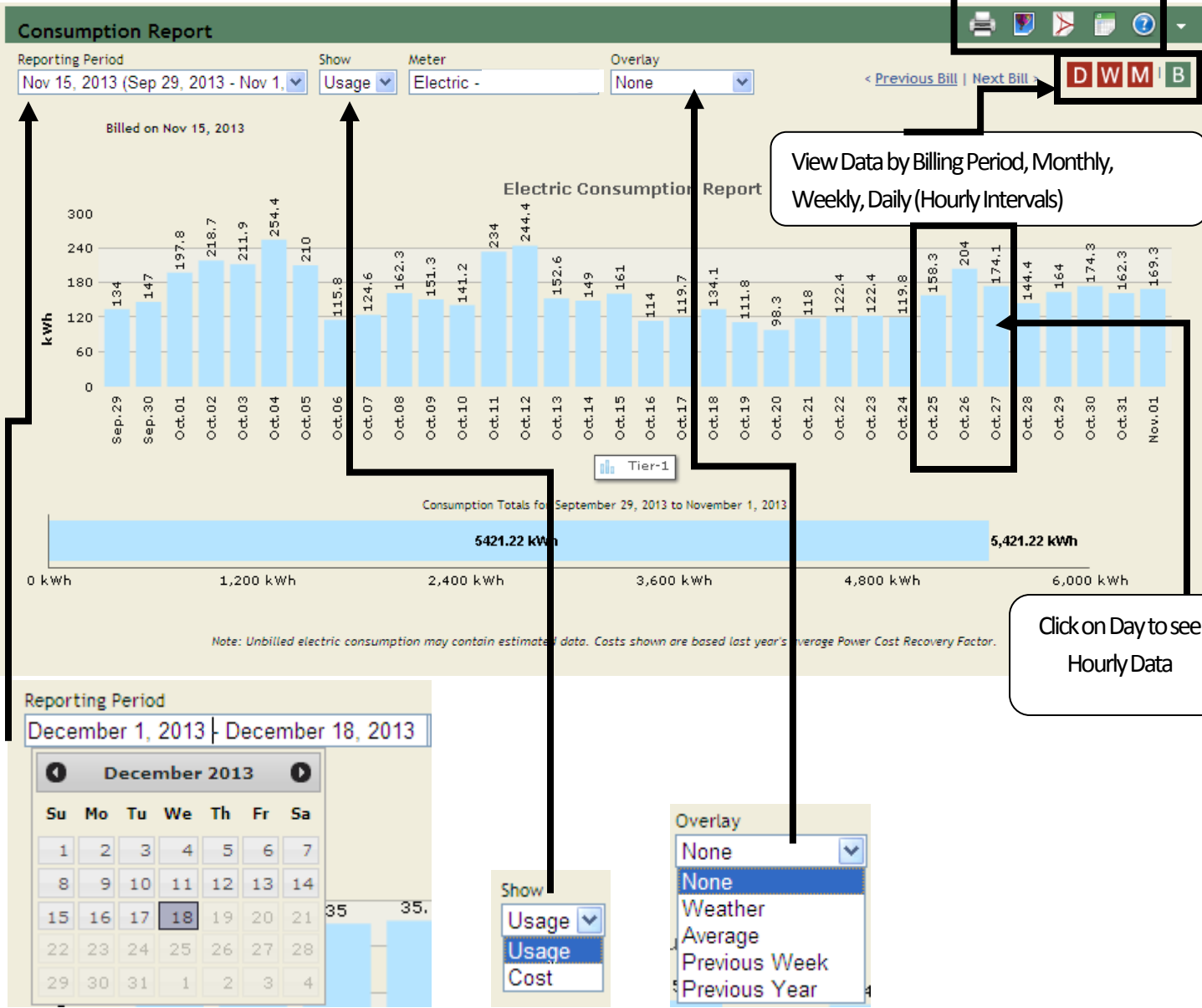
Show Cost ☒ Show Usage ☐

Note: Some of the data represented above has not been reviewed or verified and contains information that does not completely represent your billing data.

CONSUMPTION COMPARISON PREVIOUS BILL AND MONTH AND PROJECTED CONSUMPTION, DOES NOT INCLUDE MINIMUM CHARGES

CONSUMPTION REPORTS

Print Graph, Save Graph As JPEG or PDF, Export Data to CSV in Excel, Library Help



ELECTRIC AND WATER METER READING HISTORY

Water Meter Reading Histo

Reporting Period

- 2013
- 2012
- 2011
- 2010
- 2009
- 2008
- 2007
- 2006
- 2005
- 2004
- 2003
- 2002

Select Year from Drop Down

Graph or Table Views

Print Graph or Table

Export Data as CSV to Excel

Previous/Next Year Quick Links

Electric Meter Reading History

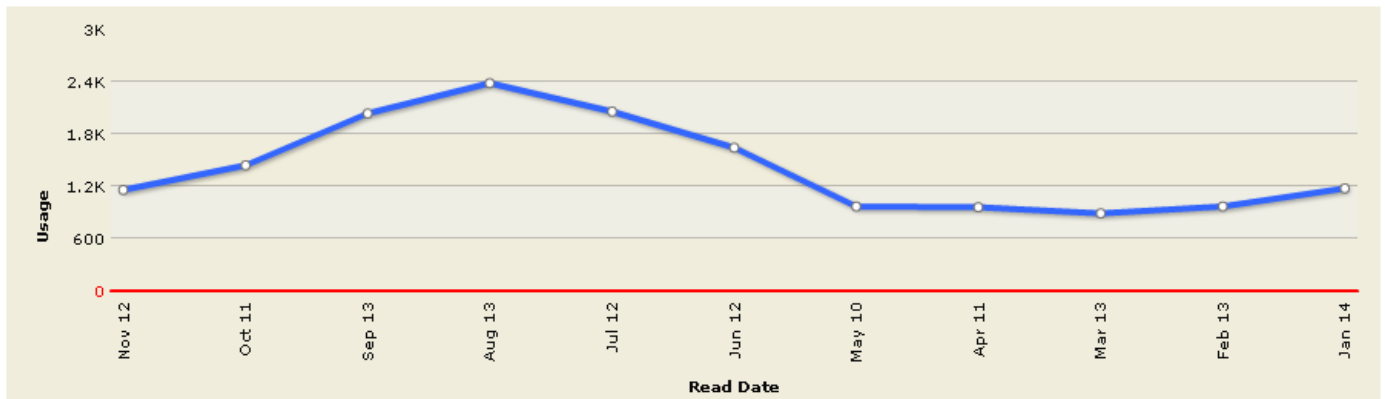
Reporting Period

2013

< Previous Year | Next Year >

Graph

Table



Water Meter Reading History

Reporting Period

2013

< Previous Year | Next Year >

Graph

Table

Meter #	Read Date	Current Read	Previous Read	# of Days	Read Type	Usage	Unit Measure
	11/12/2013	1360607	1311832	32	METER READ	4877.5	G
	10/11/2013	1311832	1259991	29	METER READ	5184.1	G
	09/12/2013	1259991	1211510	29	METER READ	4848.1	G
	08/14/2013	1211510	1159837	33	METER READ	5167.3	G
	07/12/2013	1159837	1116422	31	METER READ	4341.5	G
	06/11/2013	1116422	1076187	32	METER READ	4023.5	G
	05/10/2013	1076187	1038871	29	METER READ	3731.6	G
	04/11/2013	1038871	1005899	29	METER READ	3297.2	G
	03/13/2013	1005899	975522	27	METER READ	3037.7	G
	02/14/2013	975522	939237	30	METER READ	3628.5	G
	01/15/2013	939237	893173	35	METER READ	4606.4	G

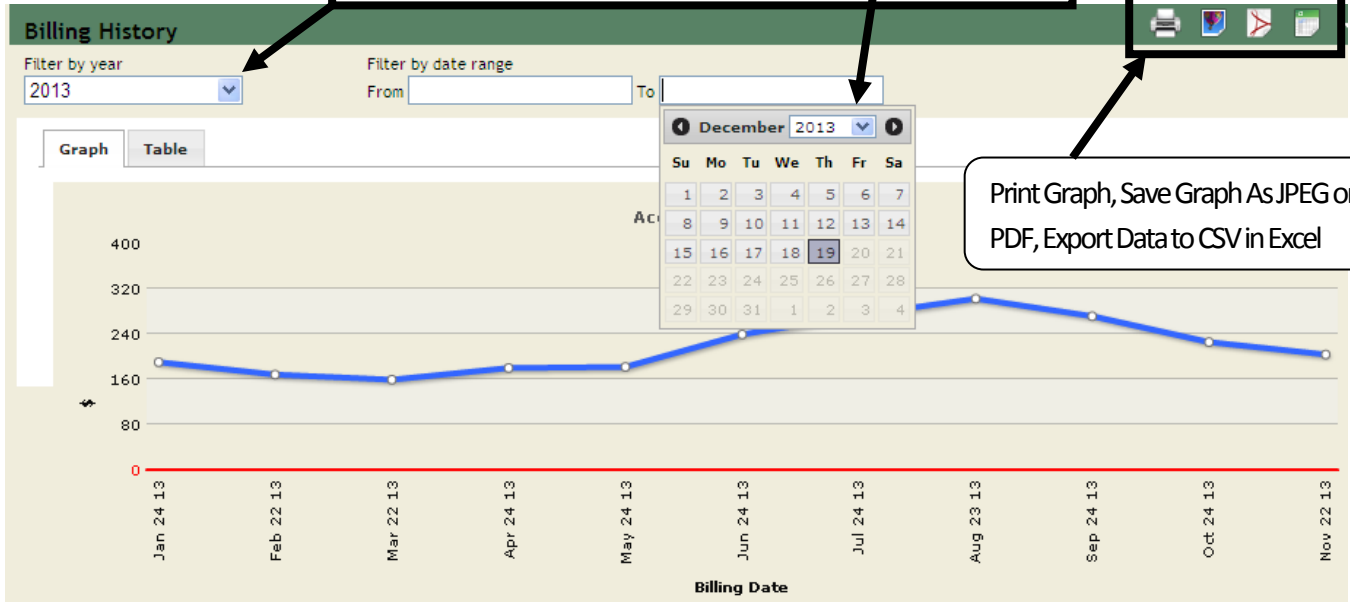
Page 1 of 1

View 1 - 11 of 11

Note: Unbilled water consumption may contain estimated data

BILLING & BALANCE HISTORY

FILTER BY YEAR OR SELECT YOUR OWN DATES



Billing History

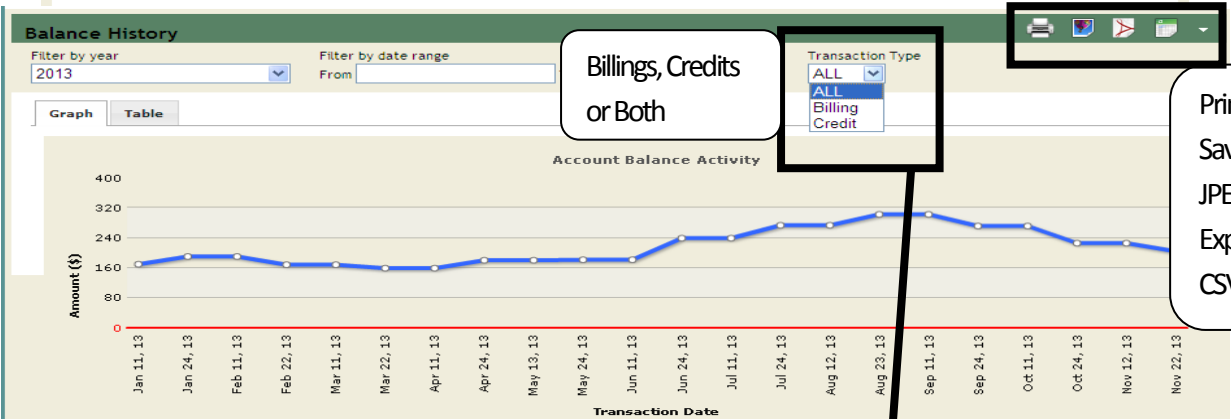
Filter by year: 2013

Filter by date range: From 2013-09-02 To 2013-12-02

Graph Table

Billing Date	Brought Forward	Bill Amount	Bill Total
11/22/2013	\$0.00	\$203.59	\$203.59
10/24/2013	\$0.00	\$225.69	\$225.69
09/24/2013	\$0.00	\$271.7	\$271.70

Page 1 of 1 View 1 - 3 of 3



Balance History

Filter by year: 2013

Filter by date range: From To

Transaction Type: ALL

Graph Table

Date	Description	Amount	Balance
11/22/2013	REGULAR BILLING	\$203.59	\$203.59
11/12/2013	PAP Payment	(\$225.69)	\$0.00
10/24/2013	REGULAR BILLING	\$225.69	\$225.69
10/11/2013	PAP Payment	(\$271.7)	\$0.00
09/24/2013	REGULAR BILLING	\$271.7	\$271.70
09/11/2013	PAP Payment	(\$302.51)	\$0.00

NOTIFICATION HISTORY

Notifications are stored in History after being closed at top of web portal (shown earlier in guide)

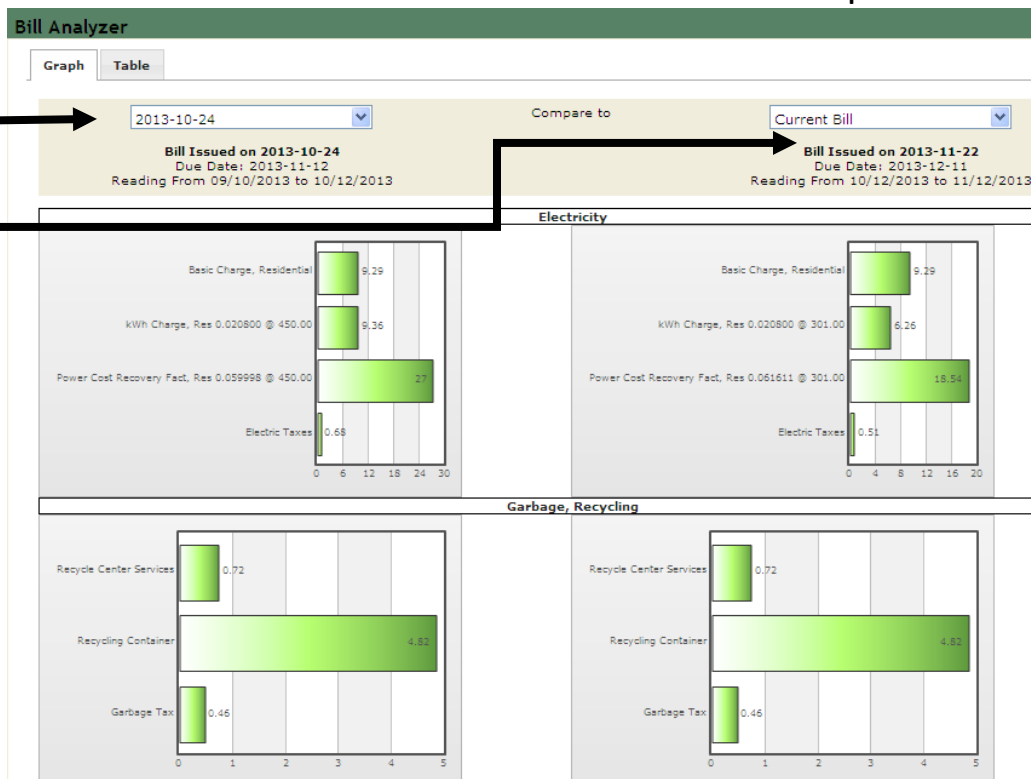
- User Defined – Threshold Messages
- General – Messages COSM sends out
- Emergency – Sent out by COSM

Notification History		
Reporting Period		
December 1, 2013 - December 31, 2013		< Previous Month Next Month >
Notification Type	Notification Date	Message
User Defined	12/19/2013	On 12/18/2013 , Electric service at [redacted] estimated consumption of 12.41 kWh has exceeded
User Defined	12/19/2013	On 12/18/2013 , Electric service at [redacted] had an estimated consumption of \$0.98 which excee
User Defined	12/19/2013	On 12/18/2013 , Electric service at [redacted] had an estimated consumption of 12.41 kWh which e
User Defined	12/19/2013	On 12/18/2013 , Electric service at [redacted] had an estimated consumption of 12.41 kWh which e
User Defined	12/19/2013	On 12/18/2013 , Electric service at [redacted] estimated consumption of \$0.98 has exceeded your
User Defined	12/19/2013	On 12/18/2013 , Electric service at [redacted] estimated consumption of \$0.98 has exceeded your
User Defined	12/19/2013	On 12/18/2013 , Electric service at [redacted] estimated consumption of 12.41 kWh has exceeded
General	05/23/2013	On this day in 1934, notorious criminals Bonnie Parker and Clyde Barrow are shot to death by Texas and
General	05/17/2013	For the second time in two years, the Apache chief Geronimo breaks out of an Arizona reservation, sparki
Emergency	05/14/2013	The rain in Spain stays mainly in the plain
General	05/14/2013	Today in history on May 14, 1804 - One year after the United States doubled its territory with the Louisian
General	05/03/2013	It's a beautiful afternoon so we are leaving early to enjoy it. Have a great weekend.

BILL ANALYZER – GRAPH

SIDE BY SIDE GRAPHS OF TWO BILLS – Can NOT be printed

Select Bill
Dates in the
Drop Down
Menus



BILL ANALYZER – TABLE

TABLE COMPARES UP TO FOUR BILLS – Can be printed

Bill Analyzer

Graph

Table

You may select up to 4 different billing dates to compare against. After making your selection click the 'Compare' button and the tables below will be updated accordingly.

Billing Dates	
Bill Date	Compare
2013-11-27	<input checked="" type="checkbox"/>
2013-11-01	<input checked="" type="checkbox"/>
2013-10-01	<input checked="" type="checkbox"/>
2013-08-30	<input type="checkbox"/>

Compare

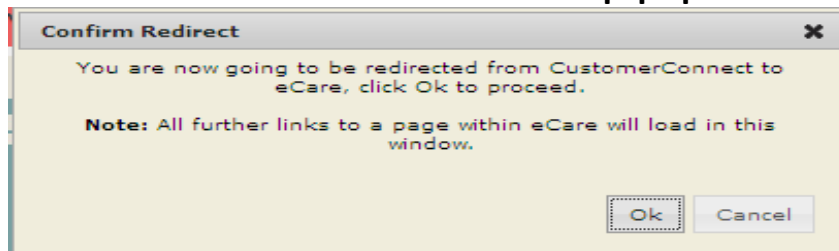
Usage Info			
Description	2013-11-27	2013-11-01	2013-10-01
Electricity Billing Information			
No. of Days	30	30	30
Total Usage	509	970	1703
Average Usage Per Day	16.97	32.33	56.77
Water Billing Information			
No. of Days	30	30	30
Total Usage	1336	1537	3131
Average Usage Per Day	44.53	51.23	104.37

Comparison			
Description	2013-11-27	2013-11-01	2013-10-01
Electricity			
Basic Charge, Residential	9.29	9.29	9.29
kWh Charge, Res 0.020800 @ 509.00	10.59		
Power Cost Recovery Fact, Res 0.061611 @ 509.00	31.36		
Electric Taxes	0.77	1.31	2.22
kWh Charge, Res 0.020800 @ 965.00		20.07	
Power Cost Recovery Fact, Res 0.059998 @ 965.00		57.90	
kWh Charge, Res 0.020800 @ 1708.00			35.53
Power Cost Recovery Fact, Res 0.060256 @ 1708.00			102.92
Water			
Water Basic Charge	18.50	18.50	18.50
Water Block 1 0.003100 @ 1336.00	4.14		
Water Block 1 0.003100 @ 1439.60		4.46	
Water Block 1 0.003100 @ 3228.70			10.01
Drainage			
Drainage Medium Lot	7.08	7.08	7.08
Sewer			
Sewer Basic Charge	23.56	23.56	23.56
Sewer Block 2 0.006790 @ 381.00	2.59	2.59	2.59
Garbage, Recycling			
Garbage/Recycling Svcs 1-1	16.91	16.91	16.91
Recycle Center Services	0.72	0.72	0.72
Garbage Tax	1.45	1.45	1.45

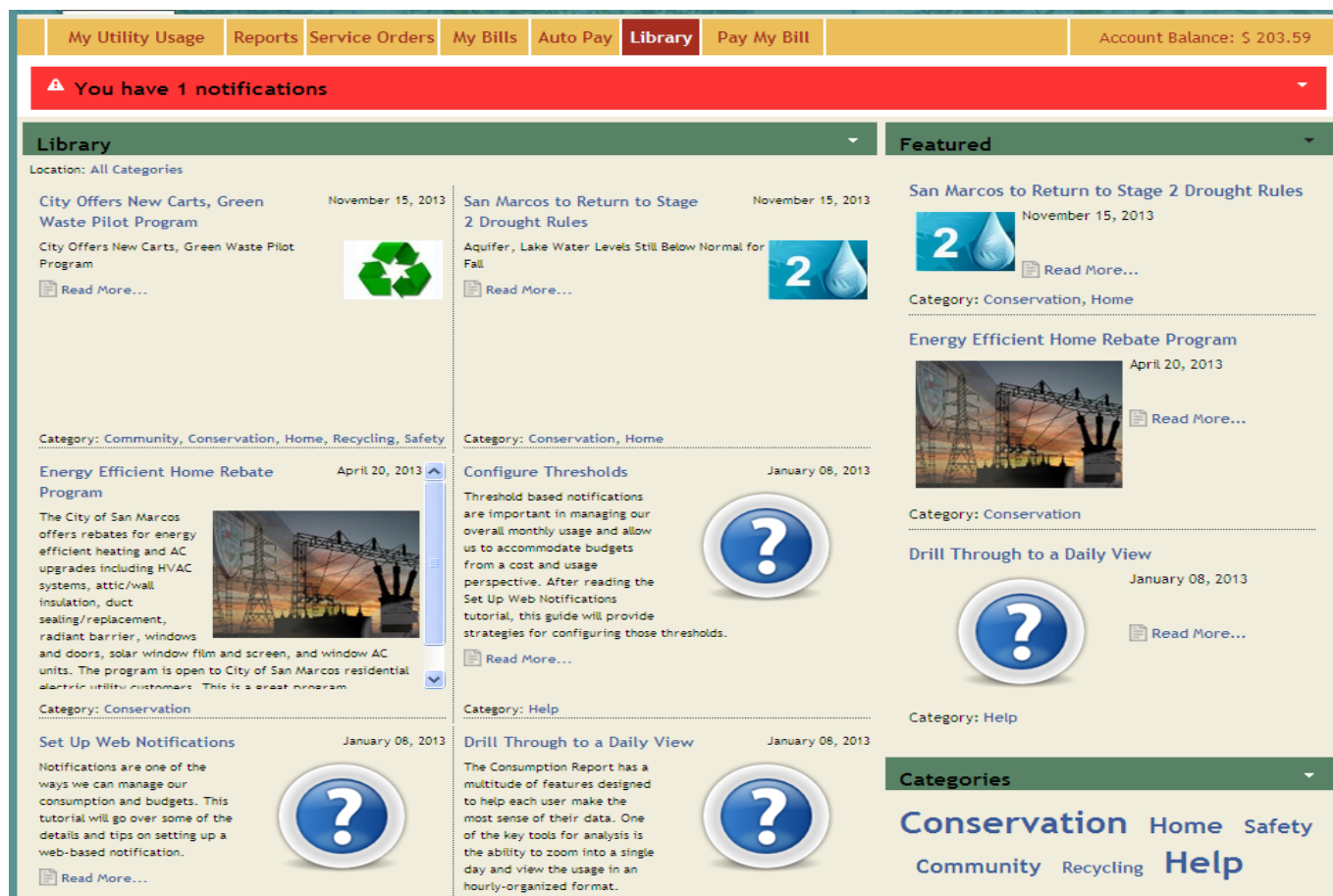
Service Orders and Payments



Links back to eCare – click “OK” on pop-up



- Stopping and Trasferring Services
- View Previous Bills and sign up for eBilling
- Sign up for RCC
- One Time Payments



Library Articles and Library Categories - COSM news, Customer Connect Help, etc.

TOP PAGE BANNER

(LEFT TO RIGHT) WATER TIER COLOR WHEN LOOKING AT WATER GRAPHS, HOME BUTTON, MY ACCOUNT
BUTTON, HELP ARTICLES IN LIBRARY, LOGOUT BUTTON



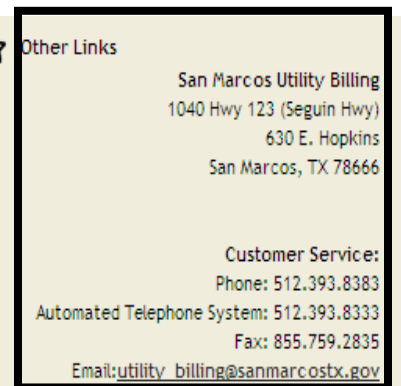
CUSTOMER NAME, ACCOUNT NUMBER, AND SERVICE ADDRESS

BOTTOM PAGE BANNER

CUSTOMER CONNECT WEBPAGE LINKS



UB CONTACT INFO



COSM FACEBOOK AND TWITTER PAGES